

CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT

BILL, 2015

ARRANGEMENT OF SECTIONS

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A BILL

FOR

AN ACT TO ESTABLISH THE CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT TO BE CHARGED WITH THE RESPONSIBILITY FOR REGISTRATION, DISCIPLINE OF ITS MEMBERS, TO REGULATE AND CONTROL THE PRACTICE OF CUSTOMER SERVICE PROFESSION AND FOR RELATED MATTERS CONNECTED THEREWITH

Sponsored by Hon. Chike J. Okafor

[] Commencement

BE IT ENACTED by the National Assembly of the Federal Republic of Nigeria as follows:

1 PART I - ESTABLISHMENT OF THE CHARTERED INSTITUTE OF
2 CUSTOMER RELATIONSHIP MANAGEMENT, OF ITS FUNCTIONS, ETC.

3 1. -(1) There is established a body to be known as the Chartered
4 Institute of Customer Relationship Management (in this Act referred to as
5 “the institute”) which shall be a body corporate under that name and be
6 charged with the general duty of:

Establishment of
the Chartered
Institute of
Customer
Relationship
Management, of
its functions, etc.

7 (a) determining and reviewing, from time to time, the academic
8 standards, knowledge and skills that shall be attained by persons seeking to
9 qualify as registered members of the Chartered Institute of Customer
10 Relationship Management (in this Act referred to as “the Professional”);

11 (b) ensuring that its members maintain a reputable and high
12 standard of behaviour expected of any professional in customer care,
13 customer service and customer management and customer relationship
14 management in Nigeria and other parts of the world;

15 (c) providing for the training, education and examination of
16 persons desiring to become professional customer service management
17 according to the provisions of this Act whether in Nigeria or abroad;

1 (d) regulating the discipline and professional conduct of its members;

2 (e) promoting and projecting the welfare of its members both in
3 Nigeria and abroad;

4 (f) arranging conferences, seminars, symposia and meeting for
5 discussion of supplies and related matters, reading of papers and delivery of
6 lectures, publishing copies of abridgement of papers, books, lectures, records
7 and other memoranda instilling high standard of professional ability and
8 knowledge by means of periodic issue of journals of the Institute and to
9 organize post qualification courses for its members; and

10 (g) performing such functions as are incidental to the objects or as the
11 Council may deem necessary for the attainment of all or any of these objects.

12 (2) The Institute shall have perpetual succession and a common seal
13 which shall be kept in such custody as the Council may, from time to time,
14 authorize.

15 (3) The Institute may sue and be sued in its corporate name and may,
16 subject to the Land Use Act, hold, acquire and dispose of any property movable
17 or immovable.

18 (4) The Institute shall, in accordance with the provisions of this Act,
19 ensure the establishment and maintenance of a register of fellows, honorary
20 fellows, full members, associates, graduates, and corporate members of the
21 Institute and the publication of their lists from time to time.

22 2. -(1) There is established for the Institute a Governing Council (in
23 this Act referred to as "the Council") which shall be charged with the
24 responsibility for the administration and general management of the Institute.

25 (2) The Council shall consist of the following members, who are
26 fellows and full members of the Institute-

27 (a) a President of the Institute, who shall be the Chairman;

28 (b) the two Vice-Presidents of the Institute;

29 (c) a representative each of the Federal Ministry of:

30 (i) Education;

1 (d) a representative of the Consumer Protection Council a
2 Parastatal of the Federal Government of Nigeria, supervised by the Federal
3 Ministry of Trade and Investment.

4 (e) a co-ordinator from each of the geo-political zones of the
5 Federation;

6 (f) immediate past President of the Institute;

7 (g) a Registrar of the Institute, who shall also be the Secretary of the
8 Council.

9 (3) The provisions set out in the First Schedule to this Act shall
10 have effect with respect to the qualifications and tenure of office of members
11 of the Council and other matters therein mentioned.

12 *[First schedule]*

13 3. There shall be for the Institute a President, and two Vice-
14 President, who shall be full members or fellows of the Institute, to be elected
15 by the fellow members at an annual general meeting and hold office each for
16 a term of two years from the date of election and shall not be eligible for re-
17 election after two terms of two years each.

Election of
President and
Vice-President
of the Institute

18 4.-(1) A person shall be qualified for election to the office of the
19 President and Vice-President of the Institute if he:

Qualifications
for election of
the President and
Vice-President

20 (a) is a citizen of Nigeria;

21 (b) has attained the age of 40 years;

22 (c) has been educated up to at least University or Polytechnic level
23 with a First Degree, Higher National Diploma, professional membership
24 certificates or their equivalent;

25 (d) has paid all his dues for five consecutive years immediately
26 preceding the year of election;

27 (e) has not been adjudged to be a lunatic or declared to be of
28 unsound mind or adjudged or declared bankrupt; and

29 (f) a fellow of the Institute.

30 (2) The President shall preside at the meetings of the Institute but in

1 the event of death, resignation, incapacity or inability for any reason and the
2 President can no longer perform the functions of his office, the first Vice-
3 President shall act in his stead for the unexpired portion of the term of office.

4 (3) The President and the First Vice-President shall respectively be
5 Chairman and Vice Chairman of the Council.

6 (4) If the President or Vice-President ceases to be a member of the
7 Institute, he shall cease to hold any of the offices designated under this section.

8 5. -(1) Subject to the provisions of this Act, a person or body admitted
9 to the Institute shall possess adequate knowledge of purchasing and supply and
10 be registered as a member of the Institute in the category of:

- 11 (a) Fellow;
12 (b) Honorary Fellow;
13 (c) Full Member;
14 (d) Associate Member;
15 (e) Graduate Member;
16 (f) Corporate Member; and
17 (g) Student Member.

18 (2) A person or body accorded by the Council the status of a member
19 shall be enrolled as:

20 (a) a Fellow, if he is a full member of high professional standing who-
21 (i) has served the institute and had not less than 10 years experience in
22 a senior customer service and relationship management post in a private or
23 public organization at the time of his application or enrollment, or

24 (ii) is not currently engaged in customer service but has been
25 employed in a senior management position in private or public organization for
26 not less than 10 years;

27 (b) Full Member if:

28 (i) he has passed all the examinations prescribed by the Council, and
29 has a minimum of five years continuous working experience in customer
30 service and relationship management in any private or public organization, or

1 (ii) he is a full member or a foreign customer service professional
2 body recognized by the Council and his class of the membership is, in the
3 opinion of the Council equivalent to that of membership of the Institute and
4 he has a minimum of five year working experience in any private or public
5 organization in Nigeria, and shall have passed a stipulated examination
6 before enrollment;

7 (iii) he has updated his professional knowledge at least once in a
8 year through the Institute's mandatory proficiency programme, or

9 (iv) he is eligible for election into any position in the Institute and
10 has paid his fees for five consecutive years immediately preceding the year
11 of election;

12 (c) Graduate Member, if he is in possession of requisite academic
13 qualification and has passed all the examinations prescribed by the Council;

14 (d) Associate Member if he is in possession of requisite
15 qualifications from other fields of study as may be determined from time to
16 time by the Council and he shall not be eligible to vote or be voted for at
17 elections of the Institute;

18 (e) Honorary fellow if he is a person of distinction in the field of
19 customer service, law, marketing, public relations, politics economy, human
20 resources management, engineering or any similar discipline, but he shall
21 not be eligible to vote or be voted for at any election of the Institute;

22 (f) Corporate Member if it is an employer of labour and meets the
23 criteria set by the Council for registration in that category; and

24 (g) Student Member if he is pursuing a course in customer
25 relationship management or customer service management in any
26 institution approved by the Council but:

27 (i) he shall not be eligible to vote or be voted for at elections of the
28 Institute, and

29 (ii) his name shall not appear in the membership register.

30 (3) For the purpose of subsection (2) if) of this section, all corporate

1 members shall cause their staff in customer relationship management or
2 customer service management functions to register with the Institute to foster
3 their ethical standards and self regulation in the customer relationship
4 management or customer service management profession.

5 (4) A person who desires to be admitted into the Institute shall make a
6 formal application to the Registrar of the Institute on the appropriate form as
7 shall, from time to time be prescribed by the Council and shall state under what
8 class of membership he seeks for admission.

9 (5) A person applying for membership shall, in addition to evidence of
10 qualification, satisfy the Council that:

11 (a) he is of good character; and

12 (b) he has not been convicted by any court or tribunal in Nigeria or
13 elsewhere of an offense involving fraud or dishonesty, or such other offense as,
14 in the opinion of the Council, would render the applicant unfit to be a member
15 of the Institute.

16 (6) The Registrar shall place before the Council all applications for
17 admission stating in each case whether the applicant is qualified for
18 registration in the class under which he seeks for admission and if not so
19 qualified, whether he qualifies for admission under any other class.

20 (7) Where the Council is satisfied that the person is qualified for
21 admission:

22 (i) under the class for which he applied, the Registrar shall, upon
23 payment of the prescribed fees by the applicant, enroll the person in that class,
24 and issue him a certificate of membership appropriate for that class, and

25 (ii) into another class other than for which he applied, the Registrar
26 shall, upon the person's application amend his application to state the class
27 under which he is qualified and the Registrar shall, after the amendment and
28 upon payment of the prescribed fees by the applicant, register him and issue a
29 certificate of membership appropriate for that class.

30 (8) Fellows, Full Members and Associates of the Institute shall be

1 entitled to the use after their names the word "Fellow (or Honorary Fellow)
2 of the Chartered Institute of Customer Relationship Management"
3 respectively or the initials "FICRM", "MICRM" and "AICRM."

4 (9) At the completion of the Institute's final professional
5 examination, an eligible student shall proceed for the National Youth
6 Service in line with the relevant law establishing it.

7 (10) A holder of the final professional certificate of the Institute
8 shall be entitled to employment in private and public service on the same
9 rank applicable to members of other Chartered professional bodies in
10 Nigeria.

11 (11) A holder of the final professional certificate of the Institute
12 shall, after 3 years of graduation, be eligible for a practicing certificate as a
13 "Chartered Customer Service Management Professional" on satisfying the
14 Institute's requirements by attending two consecutive mandatory
15 professional assessment courses, at least once in a year and the certificate is
16 subject to renewal every year, on a fee to be determined by the Council.

17 PART II - FINANCIAL PROVISIONS

18 6.-(1) There shall be established for the Institute a fund which shall
19 be managed and controlled by the Council.

Funds of the
Institute

20 (2) There shall be paid into the Fund established pursuant to
21 subsection (1) of this section:

22 (a) all fees and other monies payable to the Institute;

23 (b) such monies as may be payable to the Institute whether in the
24 course of the discharge of its functions or otherwise; and

25 (c) such monies as may be held by the Institute of Customer
26 Relationship Management incorporated under the Companies and Allied
27 Matters Act, 1990 (in this Act referred to as "the Incorporated Institute") on
28 its ceasing to exist as provided in this Act.

29 (3) There shall be paid out of the Fund of the Institute:

30 (a) all expenditure incurred by the Council in the discharge of its

1 functions under this Act;

2 (b) the salaries and allowances of the Registrar and other employees
3 of the Institute; and

4 (c) such reasonable travelling and subsistence allowances of
5 members of the Council in respect of the time spent on official duties of the
6 Council, as the Council may determine.

7 (4) Subject to guidelines issued by the Council from time to time, the
8 Institute's funds and assets shall be invested in any bond, bill or other security
9 issued or guaranteed by the Federal Government or the Central Bank of
10 Nigeria.

11 (5) The Council may, from time to time, borrow money for the
12 purposes of the Institute and may mortgage or charge the properties and assets
13 of the Institute or any part thereof and may issue of debenture and other
14 securities whether outright or as securities for any debt, liability or obligation
15 of the Institute and any interest or charge payable on monies so borrowed shall
16 be paid out of the Fund of the Institute.

17 (6) The Council shall keep proper accounts on behalf of the Institute
18 in respect of each year and proper records in relation to those accounts to be
19 audited by an auditor and in accordance with the guidelines of the Federation.

20 (7) The auditor, appointed for the purpose of this section, shall not be a
21 member of the Council.

Transfer to the
Institute of
certain
properties, etc.

22 7. -(1) As from the commencement of this Act:

23 (a) all assets and liabilities held or incurred immediately before the
24 commencement date, by or on behalf of the Incorporated Institute shall vest in
25 the Institute and be held by it for the purpose of the Institute;

26 (b) the Incorporated Institute shall cease to exist; and

27 (c) subject to subsection (2) of this section, any act, matter or thing
28 made or done by the Incorporated Institute shall be deemed to have been done
29 by the Institute.

30 (2) The provisions of Second Schedule to this Act shall have effect

1 with respect to the matters arising from their transfer by this section to the
2 Institute of the properties of the Incorporated Institute and with respect to
3 other matters mentioned in that Schedule.

4 PART III - APPOINTMENT OF REGISTRAR AND OTHER STAFF

5 AND THEIR DUTIES

6 8. -(1) The Council shall:

7 (a) appoint a fit and proper person who shall be a member of the
8 Institute to be the Registrar for the purpose of this Act; and

9 (b) appoint such other persons as the Council may, from time to
10 time, deem necessary to assist the Registrar in the performance of his
11 functions under this Act.

12 (2) A person shall be qualified to be appointed to the office of the
13 Registrar of the institute if he:

14 (a) is a citizen of Nigeria;

15 (b) possesses a relevant qualification from a recognized institution
16 of higher learning;

17 (c) has at least 10 years cognate experience; and

18 (d) possesses professional qualification of:

19 (i) Chartered Institute of Customer Relationship Management

20 (ii) Customer Service Institute of Australian

21 (iii) Institute of Customer Service, UK.

22 (iv) Customer Service Institute of Canada and shall have held
23 position of Deputy Registrar in any recognized institutions.

24 (3) The Registrar shall prepare and maintain, in accordance with
25 rules made by the Council, a register of names, addresses and approved
26 qualifications and of such particulars, as may be specified in the rules, of all
27 persons who are entitled, in accordance with the provisions of this Act, to be
28 registered as members of the profession in the categories of fellows,
29 chartered members, associate members or honorary members and who in
30 the manner prescribed by such rules, apply to be so registered.

Appointment of
Registrar and
other staff and
their duties

1 (4) The register shall consist of six parts one for each class of
2 membership namely:

3 (a) Fellows;

4 (b) Full Members;

5 (c) Graduate Members;

6 (d) Associate Members;

7 (e) Corporate Members; and

8 (f) Honorary Fellows.

9 (5) Subject to this section, the Council shall make rules with respect to
10 necessary professional forms and keeping of the register and the making of
11 entries of particulars therein:

12 (a) regulating the making of applications for enrolment or
13 registration, as the case may be, and providing for the nature of evidence to be
14 produced in support of applications;

15 (b) providing for the notification to the Registrar by the person to
16 whom any registered particulars concern, of any change in those particulars;

17 (c) authorizing a registered member to have any qualification which is
18 in relation to the relevant division of the profession, for the purpose of this Act;

19 (d) specifying the fees, including annual subscription, to be paid in the
20 Institute; and

21 (e) specifying anything failing to be specified under this section.

22 (6) Any rule for the purpose of subsection (5) (d) of this section shall
23 not come into force until they are confirmed at a special meeting of the Institute
24 convened for the purpose or at the next annual general meeting, as the case may
25 be.

26 (7) The Registrar shall:

27 (a) correct, in accordance with the directions of the Council, any entry
28 in the register which the Council directs him to correct as being in the opinion
29 of the Council an entry which was incorrectly made;

30 (b) make, from time to time, any necessary alteration to the registered

1 particulars of registered persons;

2 (c) delete from the register the name of any registered member who
3 died, or ceased to be a member or any member convicted of professional
4 misconduct; and

5 (d) record the names of members of the Institute who are in default
6 for more than six months in the payment of annual subscriptions and take
7 such action in relation thereto as the Council may direct or require.

8 (8) If the Registrar:

9 (a) sends by post, e-mail, telephone or e-fax to any registered
10 person, a registered letter endorsed to him at his address on the register
11 inquiring whether the registered particulars relating to him are correct and
12 receives no reply to the letter within a period of six months from the date of
13 dispatch; and

14 (b) upon the expiration of that period, sends in like manner to the
15 person in question a second similar letter and receives no reply to that letter
16 within three months from the date of dispatch, the Registrar may remove the
17 particulars relating to the person in question from the register, but the
18 Council may for a reason which seems to it to be sufficient, direct the
19 Registrar to restore to the appropriate part of the register, any particular
20 deleted there from under this subsection.

21 9. -(1) The Registrar shall:

22 (a) cause the first edition of the register to be printed, published and
23 put on sale to members of the public within one year from the date of
24 commencement of this Act;

25 (b) cause the first and subsequent editions of the register to be
26 distributed to the members of the Institute and members of the public on
27 such terms, as the Council may from time to time decide; and

28 (c) cause a print of each edition of the register and of each list of
29 corrections to be deposited at the principal office of the Institute and the
30 Registrar shall make the register and lists so deposited available at all

Publication of
registers of
fellows and Full
Members

1 reasonable times for inspection by members of the public.

2 (2) A document purporting to be a print of an edition of the register
3 published under this section by authority of the Registrar, or edition of a
4 register so published and of the list of corrections to that edition so published,
5 shall (without prejudice to any other mode of proof) be documents read
6 together to prove that a member of the Institute was so registered at the date of
7 edition or the list of corrections, as the case may be, and that any person not so
8 named was not so registered.

9 (3) Where in accordance with subsection (2) of this section, a person
10 is, in any proceeding, shown to have been, or not have been, registered at a
11 particular date, he shall, unless the contrary is proved, be taken for the purposes
12 of those proceedings having at all material times thereafter continued to be or
13 not to be so registered.

Qualification for
appointment and
duties of
Deputy Registrar

14 10. -(1) There shall be:

15 (a) a Deputy Registrar (Academics);

16 (b) a Deputy Registrar (Administration); and

17 (2) A person shall be qualified to be appointed to the office of the
18 Deputy Registrar if he has made the criteria for the post of the Registrar except
19 that the minimum years of experience required shall be 10 years.

20 (3) The duties of Deputy Registrar shall be assigned to him by the
21 Council through the Registrar from time to time.

22 PART IV - REGISTRATION OF MEMBERS

Registration of
Members

23 11.-(1) Subject to section 5 of this Act, a person shall be entitled to be
24 registered as a member of the profession if he satisfies the Council that:

25 (a) immediately before the commencement of this Act, he holds a
26 qualification approved for members of the Institute and has the prescribed post
27 qualification experience;

28 (b) he is by law entitled to practice for all purposes as a procurement
29 practitioner in the country in which the qualification was granted; and

30 (c) he holds at least one of the qualifications prescribed for the

1 purpose of registration on the register and has complied with the other
2 requirements prescribed under this Act.

3 (2) A person shall be entitled to be registered under this Act if he
4 holds such certificate as approved by the Council.

5 (3) A person shall be entitled to be accredited as a member of the
6 Institute if he produces sufficient evidence to the Council that prior to the
7 commencement of this Act he has been in active practice continuously for a
8 period of five years as a customer relationship manager: provided that his
9 application is sponsored by two members of the Institute who shall have
10 been members for a minimum of five years and the application is made
11 within period prescribed by this Act.

12 (4) An applicant for registration under this Act shall, in addition to
13 evidence of qualification, satisfy the Council that he:

14 (a) is of good character;

15 (b) has attained the age of 16 years; and

16 (c) has not been convicted by any court or tribunal in Nigeria or
17 elsewhere for an offence involving fraud or dishonesty.

18 (5) The Council may, in its discretion, provisionally accept a
19 qualification produced in respect of an application for registration under this
20 section or direct that the application be renewed within such period as may
21 be specified.

22 (6) Any entry directed to be made in the register under subsection
23 (3) of this section, shall show that the registration is provisional and no entry
24 so made shall be converted to full registration without the consent of the
25 Council signified in writing in that behalf.

26 (7) The Council shall, from time to time, publish, in the Federal
27 Government *Gazette*, particulars of qualification for the time being accepted
28 for registration under this Act.

29 (8) The Customer Service Management Professionals from abroad
30 who reside in Nigeria and wish to practice shall, within 12 months after the

1 commencement of this Act, seek registration with the Institute to become
2 members.

3 (9) A person shall not be entitled to be appointed or engaged to head
4 any Customer Service or Customer Relationship Management department of
5 any organization unless he is duly registered as a member of the Institute
6 qualified by examination.

Approval of
qualification

7 12. -(1) The council may approve any qualification for the purposes of
8 this Act and may for that purpose approve-

9 (a) any course of training of any approved institution which is
10 intended for persons who are seeking to become or are already customer
11 service professionals and which the Council considers relevant to confer on
12 persons completing it, sufficient knowledge and skill for admission to the
13 Institute; and

14 (b) any qualification which, as a result of an examination taken in
15 conjunction with a course of training approved by the Council under this
16 section is granted to candidates reaching a specific standard at the examination
17 indicating in the opinion of the members of the council that the candidates have
18 sufficient knowledge and skill to practice customer service and relationship
19 management.

20 (2) The Council may, if it deems fit, withdraw any approval, given
21 under this section in respect of any course, qualification or institution, but
22 before withdrawing such an approval the Council shall-

23 (a) give notice that it proposes to do so to persons in Nigeria appearing
24 to the Council to be persons by whom the course is conducted or the
25 qualification is granted or the institution is controlled as the case may be;

26 (b) afford such persons or institutions an opportunity to make to the
27 Council, representations with regards to the proposal; and

28 (c) take into consideration any representation made in relation to the
29 proposal in pursuance of paragraph (b) of this subsection.

30 (3) During a period in which the approval of the Council under this

1 section for a course, qualification or institution is withdrawn, the course,
2 qualification or institution shall be treated as having been withdrawn under
3 this section, but the withdrawal of such an approval shall be without
4 prejudice to the registration or eligibility for registration immediately before
5 the approval was withdrawn.

6 (4) The giving or withdrawal of an approval under this section shall
7 have effect from such date, as the execution of the instruction signifying the
8 giving or withdrawal of the approval as the Council may specify in the
9 instrument, and the Council shall:

10 (a) as soon as possible publish a copy of every such instrument so
11 executed in the Federal Government *Gazette*; and

12 (b) not later than 14 days before its publication, send a copy of
13 every such instrument so executed in the Federal Government Gazette to the
14 Minister.

15 **13.-** (1) The Council shall keep itself informed of the nature of:

16 (a) the instrument given by an approved institution to persons
17 attending approved course of training; and

18 (b) the examinations as a result of which approved qualifications
19 are obtained, and for the purposes of performing that duty the Council may
20 appoint, either from among its own members or otherwise, persons to visit
21 approved institutions to observe such examination.

22 (2) The Institute shall have powers to accredit any institution of
23 higher learning offering courses leading to the award of Degrees, Post
24 Graduate Diploma, Higher National Diploma and Diploma in Customer
25 Service or Customer Relationship Management in order to maintain
26 standard.

27 (3) A person appointed under subsection (1) of this section shall
28 report to the Council on the adequacy of:

29 (a) the instruction given to persons attending approved course of
30 training at institutions visited by him;

Supervision of
instruction and
examination
leading to
approved
qualifications

1 (b) the examinations conducted in his presence; and
2 (c) any other matter relating to the institutions or examinations which
3 the Council may, either generally or in a particular case, request him to report,
4 but no such person shall interfere with the giving of any instruction or the
5 holding of any examination.

6 (4) On receiving such a report made under this section, the Council
7 may, if it deems fit and if so required by the Institute, send a copy of the report to
8 the person appearing to the Council to be in charge of the institution or
9 responsible for the examination to which the report relates, requesting that
10 person to make observations on the report to the Council within such period as
11 may be specified in the request, not being less than one month beginning with
12 the date of the request.

13 PART V - PROFESSIONAL DISCIPLINE

Establishment
of Disciplinary
Tribunal and
Investigating
Panel

14 14.-(1) There shall be a body to be known as the Chartered Institute of
15 Customer Relationship Management Disciplinary Tribunal charged (in this
16 Act referred to as "the Tribunal") charged with the duty of considering and
17 determining all cases referred to it by the Investigating Panel established under
18 subsection (3) of this section, and any other case which the Tribunal takes
19 cognizance under this Act.

20 (2) The Tribunal shall consist of a Chairman and six other members
21 who shall be appointed by the Council from among members of the Institute
22 who are not members of the Council.

23 (3) There shall be a body to be known as the Chartered Institute of
24 Customer Relationship Management Investigating Panel (in this Act referred
25 to "the Panel") charged with the duties of:

26 (a) conducting a preliminary investigation into any case where it is
27 alleged that a member has committed an act of professional misconduct, or
28 should for any other reason by the subject of proceedings before the Tribunal;
29 and

30 (b) deciding whether the case shall be referred to the Tribunal after

1 affording such a member an opportunity of being heard either personally or
2 by a legal practitioner of his own choice in Nigeria.

3 (4) The Council shall appoint members of the Panel from members
4 of the Institute who are not members of the Council or the Tribunal.

5 (5) A person shall not be appointed as a member of the Tribunal or
6 of the Panel unless such a person is a full member or fellow of the Institute.

7 (6) The provisions of Third Schedule to this Act shall so far as they
8 are applicable to the Tribunal and Panel, respectively have effect with
9 respect to these bodies.

10 *[Third Schedule]*

11 (7) The Council may, from time to time, make rules consistent with
12 this Act as to acts, conducts or omissions which constitute professional
13 misconduct.

14 15. -(1) Where:

15 (a) a person enrolled or registered under this Act is adjudged by the
16 Tribunal to be guilty of infamous conduct in any professional respect; or

17 (b) a person enrolled or registered under this Act is convicted by
18 any court or tribunal in Nigeria or elsewhere having power to impose a term
19 of imprisonment for an offence (whether or not punishable with
20 imprisonment) which in the opinion of the Tribunal is incompatible with the
21 status of a Customer Service and Customer Relationship Management
22 Professional; or

23 (c) the Tribunal is satisfied that the name of any person has been
24 fraudulently enrolled or registered, he shall be guilty of an offence and shall
25 on conviction be liable to a term of imprisonment not exceeding five years.

26 (2) The Tribunal may, if it deems fit:

27 (a) give a directive reprimanding that person or ordering the
28 Registrar to strike his name off the relevant part of the register; or

29 (b) defer or further defer its decision as to the giving of such
30 directive under this section until a subsequent meeting of the Tribunal but:

Penalties for
professional
misconduct

1 (i) no decision shall be deferred under this section for periods
2 exceeding one year in the aggregate, and

3 (ii) no person shall be a member of the Tribunal for the purposes of
4 reaching a decision which has been deferred or further deferred unless he was
5 absent as a member of the Tribunal when that decision, was deferred.

6 (3) For the purpose of subsection (1) (b) of this section, a person shall
7 not be treated as convicted unless the conviction stands at a time when no
8 appeal or further appeal is pending or no application for extension of time to
9 appeal is brought in connection with the conviction.

10 (4) When the Tribunal gives a directive under subsection (2) of this
11 section, the Tribunal shall cause notice or the directive to be served on the
12 person to whom it relates.

13 (5) The person to whom a directive given under subsection (2) of this
14 section relates may, at any time within 21 days from the date of service on him
15 or notice of the directive, appeal against the directives to the Federal High
16 Court and the Tribunal may appear as respondent to the appeal and for the
17 purpose or enabling directives to be given as to the costs or the appeal of
18 proceedings before the Federal High Court, the Tribunal shall be deemed to be
19 a party thereto whether or not it appears on the hearing of the appeal.

20 (6) A directive of the Tribunal under this section shall take effect
21 where:

22 (a) no appeal under this section is brought against the directive within
23 the time limited in the appeal;

24 (b) such an appeal is brought and is withdrawn or struck out for want
25 of prosecution on the withdrawal or striking out of appeal;

26 (c) such appears brought and is not withdrawn or struck out, if and
27 when the appeal is dismissed and shall not take effect in accordance with
28 foregoing provisions of this subsection.

29 (7) A person whose name is struck off the register in pursuance of a
30 directive of the Tribunal under this section shall not be entitled to be registered

1 again except in pursuance of a direction on that behalf given by the Federal
2 High Court on the application of that person.

3 (8) A directive under this section for the striking off of a person's
4 name from the register may prohibit an application under this subsection by
5 that person until the expiration of such period from the date of the directive
6 (and where he has recently made such an application from the date of his last
7 application) as may be specified in the directive.

8 PART VI - MISCELLANEOUS

9 **16. -(1) If a person for the purpose of procuring the registration of** Offences
10 **any name, qualification or other matter:**

11 (a) makes a statement which he believes to be false in a material
12 particular; or

13 (b) recklessly makes a statement which is false in a material
14 particular, is guilty of an offence.

15 (2) If, on or after the commencement date of this Act, a person who
16 is not a member of the Institute practices or holds himself out as a member in
17 expectation of a reward or takes or uses any name, title, addition or
18 description implying that he is a member, he is guilty of an offence.

19 (3) If the Registrar or any other person employed by or on behalf of
20 the Institute willfully makes any falsification in any matter relating to the
21 register, he is guilty of an offence.

22 (4) A person guilty of an offence under this section is liable:

23 (a) on summary conviction to a fine not exceeding N50,000.00;

24 (b) on conviction or indictment to a fine not exceeding N20,000.00
25 or to imprisonment for a term not exceeding two years, or both such fines
26 and imprisonment.

27 (5) Where an offence under this section which has been committed
28 by a body corporate is proved to have been committed with the consent or
29 connivance of or attributable to any neglect on the part of any director,
30 manager, secretary or other similar officer of the corporate body or any

1 person purporting to act in such capacity, he, as well as the body corporate shall
2 be deemed to have committed the offence and shall be liable to be prosecuted
3 and punished accordingly:

Regulations

4 17. -(1) Any regulation made under this Act shall be published in the
5 Federal Government Gazette as soon as they are made, and a copy of the
6 regulations shall be forwarded to the Minister not less than seven days before
7 they are published.

8 (2) The rules proposed for the purposes of this Act shall be subject to
9 confirmation by the Institute at its next general meeting or at any special
10 meeting of the Institute convened for that purpose, and if then annulled shall
11 cease to have effect on the day after the date of annulment, but without
12 prejudice to anything done in pursuance or intended pursuance of any such
13 rule.

Rules as to
practices, etc.

14 18.-(1) The Council may make rules-

15 (a) for the training of registered members of the profession or suitable
16 persons in customer service and relationship management methods; and

17 (b) For the supervision, regulation, engagement and training of such
18 persons;

19 (c) prescribing the amount and date for payment of the annual
20 subscriptions, and for such purpose, different amounts may be prescribed by
21 the rules according to whether the member of the Institute is a fellow member,
22 full member, graduate member, associate member, corporate member or
23 honorary fellow member;

24 (d) prescribing the form of license to practice to be issued annually or
25 if the Council deems fit, by endorsement on an existing license;

26 (e) restricting the right to practice as a member of the profession in
27 default of payment of the amount of the annual subscriptions where the default
28 continues for longer than such period as may be prescribed by the rules;

29 (f) restricting the right to practice as a member of the profession if the
30 qualification granted outside Nigeria does not entitle the holder in practice to

1 be completed before a person qualifies for a licence to practice as a member
2 of the profession; and

3 (g) prescribing the period of practical training in the office of a
4 member of the profession in a practice to be completed before a person
5 qualifies for a license to practice as a member of the profession.

6 (2) The rules, when made, shall be published in the Federal
7 Government Gazette.

8 **19. The Institute shall-**

9 (a) provide and maintain a library comprising books and
10 publications for the advancement of knowledge of customer service and
11 relationship management and such other books and publications as the
12 Council may think necessary for the purpose, and

13 (b) set up an independent training school with separate
14 management from the institute to be known as "Nigerian College of Supply
15 Chain Management" for training of students to be qualified as Graduate
16 Members or Chartered Members of the institute in order to maintain
17 expected standard.

18 (c) encourage research into customer service, customer care and
19 customer relationship management methods and such allied subjects to the
20 extent that the Council may, from time to time, consider necessary.

21 **20. In this Act:**

22 "Council" means the Council established as the governing body of the
23 Institute under Section 2(1) of this Act;

24 "Corporate member" means an employer of labour that qualifies under
25 section 5(1) of this Act;

26 "Enrolled" means in relation to a Fellow, Full Member, Associate, Graduate
27 and Students, as the case may be;

28 "Fees" includes annual subscriptions;

29 "Institute" means The Chartered Institute of Customer Relationship
30 Management established under section 1(I) of this Act;

Provisions of
library facilities,
Training College
facilities etc.

Interpretation

1 "Investigating Panel" means the Chartered Institute of Customer Relationship
2 Management Investigating Panel established under section 14 (3) of this Act;

3 "Member" means a member of the Institute registered in any of the six classes
4 of membership;

5 "President" means the overall head of the Council of the Institute;

6 "Customer Service or Customer Relationship Management Professional"
7 means any qualified member or person registered who is into practice or
8 employed by any organization, ministry, corporation and engaged in Customer
9 Service, Customer Care, Service Management, Customer Relationship
10 Management or Front Deck Management under this Act;

11 "Customer Relationship Management" denotes the general coordination of
12 activities that involve in Customer Service, Customer Care, Service
13 Management, Customer Relationship Management or Front Deck
14 Management; and

15 "Tribunal" means the Chartered Institute of Customer Relationship
16 Management Disciplinary Tribunal established under section 14 (I) of this Act.

Citation

17 **21.** This Act may be cited as the Chartered Institute of Customer
18 Relationship Management Bill, 2015.

1

SCHEDULES

2

FIRST SCHEDULE

3

[Section 2(3)]

4

SUPPLEMENTARY PROVISIONS RELATING TO THE COUNCIL

5

Qualification and Tenure of Office of Members

6

1. -(1) Subject to the provisions of this paragraph, a member of the Council shall hold for a period of two years beginning from the date of his appointment or election.

9

(2) Any member of this Institute who ceases to be a member thereof shall if he is also a member of the Council, cease to hold office on the Council.

12

(3) Any elected member of the Council may by notice in writing, under his hand addressed to the President of the Institute resign his office.

14

(4) If for any reason there is a vacation of office by a member and:

15

(a) such member was appointed by the Minister, the Minister shall appoint another fit and proper person to replace such member; or

17

(b) if such member was elected, the Council may if the time between the unexpired portion of the term of office and the annual general meeting of the Institute appears to warrant the filling of the vacancy, co-opt some fit and proper persons.

21

Power of the Council, etc.

22

2. The Council shall have power to do anything which in its opinion is calculated to facilitate the carrying on of the activities of the Institute.

25

Proceeding of the Council

26

3. -(1) Subject to the provisions of this Act, the Council may in the name of the Institute make standing orders regulating the proceedings of the Institute, the Council or any of their Committees.

29

(2) Standing order shall provide for decisions to be taken by a majority of the members and in the event of equality of votes, the President

30

1 of the Institute or the Chairman as the case may be, have a second or casting
2 vpte.

3 (3) Standing orders made for committee shall provide for committee
4 to report back to the Council on any matter referred to it by the Council.

5 (4) The quorum of the Council shall be 10 and the quorum of a
6 committee of the Council shall be determined by the Council.

7 *Meetings of the Institute*

8 4.-(1) The Council shall convene an annual general meeting of the
9 Institute on the 30th day of October every year or such other day as the Council
10 may, from time to time, appoint so that if the meeting is not held within one year
11 after the previous meeting not more than 15 months shall elapse between the
12 respective dates of the two meetings.

13 (2) A special meeting of the Institute may be convened by the Council
14 at anytime, if less than 20 members of the institute are informed by notice in
15 writing addressed to the Registrar of the institute setting out the objects of the
16 proposed meetings, the Chairman of the Council shall convene a special
17 meeting of the Institute.

18 (3) The quorum of any meeting of the Institute shall be 25 members
19 and that of any special meeting of the Institute shall be 20 members.

20 *Meetings of the Council*

21 5.-(1) Subject to the provisions of any standing order, the Council
22 shall meet whenever it is summoned by the Chairman, and if the Chairman is
23 required to do so by notice in writing given to him by not less than seven other
24 members, he shall summon a meeting of the Council to be held within seven
25 days from the day on which the notice is given.

26 (2) At any meeting of the Council, the Chairman or in his absence, the
27 Vice-Chairmen in their order (first, second) shall preside, but if both are absent,
28 the members present at the meeting shall appoint one of them to preside at the
29 meeting.

30 (3) Where the Council desires to obtain the advice of any person on a

1 particular matter, the Council may co-opt him as a member for such period
2 as the Council deems fit, but a person who is a member by virtue of this sub-
3 paragraph, shall not be entitled to vote at any meeting of the Council and
4 shall not count towards a quorum.

5 (4) Notwithstanding anything in the foregoing provisions of this
6 paragraph, the first meeting of the Council shall be summoned by the
7 Minister who may give such directions as he thinks fit as to the procedure
8 which shall be followed at the meeting.

9 *Meetings of the committees*

10 6.-(1) The Council may appoint one or more committees to carry
11 out on behalf of the Institute or “ the Council such functions as the Council
12 may determine.”

13 (2) A committee appointed under this paragraph shall consist of the
14 number of persons determined by the Council or whom not more than one-
15 thirds may be persons who are not members of the Council and a person
16 other than a member of the Council shall hold office on the committee in
17 accordance with the terms of the instrument by which he is appointed.

18 (3) A decision of a committee of the Council shall be of no effect
19 until it is confirmed by the Council.

20 *Miscellaneous*

21 7.-(1) The fixing of the common seal of the Institute shall be
22 authenticated by the signature of the President or any other member of the
23 Council authorized generally or specially by the Institute to act for that
24 purpose.

25 (2) Any contract or instrument which, if made or executed by a
26 person not being a body corporate would not be required to be under seal,
27 may be executed on behalf of the Institute or the Council, as the case may
28 require, by any person generally or specially authorized to act for that
29 purpose by the Council.

30 (3) Any document purporting to be a document duly executed

1 under the seal of the Institute shall be received in evidence and shall, unless the
2 contrary is proved, be deemed to be executed.

3 8. The validity of any proceeding of the Institute or the Council or of a
4 committee of the Council shall not be adversely affected by any vacancy in
5 membership, or by any defect in the appointment of a member of the Institute
6 or of the Council or of a person to serve on the committee or by reason that the
7 person is not entitled to do so took part in the proceedings.

8 9. Any member of the Institute or Council, and any person holding
9 office on a Committee of the Council, who has a personal interest in any
10 contractor arrangement entered into or proposed to be considered by the
11 Council or a committee thereof, shall forthwith disclose his interest to the
12 President or Council, as the case may be, and shall not vote on any question
13 relating to the contract or arrangement.

14 SECOND SCHEDULE

15 [Section 7 (2)]

16 TRANSITIONAL PROVISIONS AS TO PROPERTIES, ETC.

17 *Transfer of Properties*

18 1.-(1) Every agreement to which the incorporated Institute was a part
19 immediately before the commencement of this Act, whether it is in writing or
20 not and whether or not is of such nature that the rights, liabilities and
21 obligations there-under could be assigned by the incorporated Institute, shall,
22 unless the terms or subject matter make it impossible that it should have effect
23 or been modified in the manner provided by this sub-paragraph have effect
24 from the appointed day so far as it relates to property transferred by this Act to
25 the Institute as if:

26 (a) the Institute had been a party to the agreement;

27 (b) for any reference (however worded and, whether express or
28 implied) to be Incorporated Institute, there were substituted as respects
29 anything failing to be done on or after the commencement of this Act, a
30 reference to the Institute; and

1 (c) for any reference (however worded and whether express or
2 implies) to a member or members of the Council of the Incorporated
3 Institute there were substituted, as respects anything failing to be done on or
4 after the commencement of the Act, a reference to a member or members of
5 the Council under this Act.

6 (2) Other documents which refer, whether specifically or
7 generally, to the Incorporated Institute shall be constructed in accordance
8 with sub-paragraph (1) of this paragraph so far as applicable.

9 (3) Without prejudice to the generality to the foregoing provisions
10 of this Schedule, where, by the operation of section 7 of this Act, any right,
11 liability or obligation shall vest in the Institute and all other persons shall, as
12 from the commencement of this Act, have the same rights as to the taking or
13 resisting of legal proceedings or the making or resisting of applications to
14 any authority for ascertaining, perfecting or enforcing that right, liability or
15 obligation of the Institute.

16 (4) Any legal proceeding or application to any authority pending
17 on the commencement of this Act or against the Incorporated Institute may
18 be combined on or after that day or against the Institute.

19 (5) On the commencement of this Act, any person holding any paid
20 appointment in the Incorporated Institute shall hold corresponding
21 appointment in the Institute on the same terms and conditions as to tenure or
22 otherwise but shall not be entitled to receive remuneration both from the
23 Incorporated Institute in respect of the same period of service.

24 (6) If the law in force at the place where any property transferred by
25 this Act is situated provides for the registration or transfer of property of the
26 kind question (whether by reference to instrument of transfer or otherwise),
27 the law shall, so far as it provided for alteration of a register (but not for
28 avoidance to transfer the payment of fees or any other matter) apply with the
29 necessary modifications to the transfer of the property and the institute shall
30 transfer to the officer of the registration authority and the officer shall

1 register the transfer accordingly.

2 THIRD SCHEDULE

3 *Section-13 (6)*

4 *Supplementary Provisions relating to the Disciplinary Tribunal and*

5 *Investigating Panel*

6 *The Tribunal*

7 1. The quorum of the tribunal shall be four of whom at least two shall
8 be members of the profession.

9 2.-(1) The Council may make rules as to the selection of the Tribunal
10 for the purposes of proceedings and the procedure to be followed and the rules
11 of evidence to be observed in proceedings before the Tribunal.

12 (2) The rules shall in particular provide:

13 (a) for securing that notice of the proceedings is given at such time and
14 in such manner as may be specified by the rules, to the person who is the subject
15 of the proceedings;

16 (b) for determining who in addition to the person aforesaid, shall be a
17 party to the proceedings;

18 (c) for securing that any party to the proceedings shall, if he so
19 requires, be entitled to be heard by the Tribunal; and

20 (d) for publishing in the Gazette notice of any directive of the Tribunal
21 which has taken effect providing that a person's name shall be struck off a
22 register.

23 3. For the purpose of any member, the Tribunal may administer oaths
24 and any party to the proceedings may issue out of the registry of the Federal
25 High Court writs of subpoena ad *testificandum* and *deuces tecum*; but no
26 person appearing before the Tribunal shall be compelled:

27 (a) to make any statement before the Tribunal tending to incriminate
28 himself; or

29 (b) to produce any document order such a writ which he could not be
30 compelled to produce at the trial of an action.

1 4.-(1) For the purpose of advising the Tribunal on questions of law
2 arising in proceedings before it, there shall in all proceedings be an assessor
3 to the Tribunal who shall be appointed by the Council on the
4 recommendation of the Council and shall be a legal practitioner of not less
5 than seven years standing.

6 (2) The Council shall make rules to the functions of an assessor
7 appointed under this paragraph, part in particular such rules shall contain
8 provisions for securing:

9 (a) that where an assessor advises the Tribunal on any question of
10 law as to evidence, procedures or any other than is specified by the rules, he
11 shall do so in the presence of every party or person representing a party to the
12 proceedings who appear here at or, if the advice is tendered while the
13 Tribunal is deliberating in private, that every party or person shall be
14 informed about the advice the assessor has tendered; and

15 (b) every such party or person shall be informed if in any case the
16 Tribunal does not accept the advice of the assessor on such a question.

17 (3) an assessor may be appointed under this paragraph either
18 generally or for any particular proceeding or class of proceedings and shall
19 hold and vacate office in accordance with the terms of the instrument by
20 which he is appointed.

The Panel

22 5. The quorum of the panel shall be three.

23 6. -(1) The Panel may, at any of its meeting attended by all the
24 members of the panels, make standing order with respect to the Panel.

25 (2) Subject to the provisions of any such standing order, the Panel
26 may regulate its own procedures.

Miscellaneous

28 7.-(1) A person on ceasing to be a member of the Tribunal or the
29 Panel shall not be eligible for appointment as a member of that body.

30 (2) A person shall not, if otherwise eligible, be a member of both

the Tribunal and the Panel, and a person who acted as a member of the Panel, with respect to a matter shall not act as a member of the Tribunal with respect to that case or any other case.

8. The proceedings of both the Tribunal and the Panel shall not be invalidated by any irregularity in the appointment of any member or vacancy in the membership of the bodies not by reason of the fact that any person who was not entitled to do so took part in the proceedings of the body.

9. Any document authorized or required by virtue of this Act to be served on the Tribunal or the Panel shall be served on the Registrar appointed in pursuance of section 8 of this Act.

10. Any expenses of the Tribunal or the Panel shall be defrayed by the Institute library facilities.